

## **USPS Monthly PRC Report April 2018**

The Postal Regulatory Commission referred 30 inquiries to the Postal Service in April 2018. Customers received responses on average within 6 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 18 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 11– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 1 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **United States Postal Service Celebrates 100th Anniversary of United States Air Mail Service**



The U.S. Postal Service celebrates the 100th anniversary of the beginning of regular airmail service with a Forever stamp. This stamp celebrates the courage of the pioneering airmail carriers and the foresight of those who fostered the new service and made it a success.

The first-day-of-issue ceremony for the blue United States Air Mail Forever stamp, pictured above, took place today at the Smithsonian National Postal Museum. Followers of the U.S. Postal Service's Facebook page can view a video of the ceremony at [facebook.com/USPS](https://facebook.com/USPS). News about the stamps can be shared with the hashtags **#AirMailStamps** and **#USAirMail**.